



## American Consulate General, Mumbai, India

### **VACANCY ANNOUNCEMENT NUMBER: 13R/2013** **READVERTIZED**

**OPEN TO:** All Interested Candidates

**POSITION:** Visa Clerk; BLA-312011, BLA-312012 & BLA-312030; FSN-1415-6  
**(Three Positions)** (Personal Services Agreement)

**OPENING DATE:** June 19, 2013

**CLOSING DATE:** July 2, 2013

**WORK HOURS:** Full-time; 40 hours/week

**SALARY:** Not Ordinarily Resident (NOR) – Grade: FP-08  
Ordinarily Resident (OR) – Grade: FSN-06\*  
\* starting salary will be determined on the basis of qualification and experience, and/or salary history

ALL ORDINARILY RESIDENT (OR) APPLICANTS (see Appendix A) MUST HAVE THE REQUIRED WORK AND/OR RESIDENCY PERMITS TO BE ELIGIBLE FOR CONSIDERATION.

The American Consulate General in Mumbai is seeking individuals for the position of “Visa Clerk” in the NIV Unit of the Consular Section.

Applicants must apply on U.S. Mission Application Employment Form and specify the vacancy announcement number. Applications not completed on U.S. Mission Application Employment Form, or without reference to a specific vacancy number will not be accepted. Only completed forms will be accepted (refer to application procedure below).

**NOTE: APPLICANTS WHO RESPONDED TO VACANCY ANNOUNCEMENT NO. 13/2013 NEED NOT REAPPLY. THEIR APPLICATIONS WILL BE CONSIDERED.**

**Only shortlisted applicants will be called for the interview.**

#### **BASIC FUNCTION OF POSITION**

The employee provides a wide range of clerical duties essential to the processing of Non Immigrant Visa (NIV) applications from initial receipt of the NIV application to delivery of the issued visa to the courier. These duties include providing general NIV and IV information to visa applicants in the consular waiting room and specific information on particular cases to the public, accepting visa documents and passports at the intake window, reviewing applications for completeness, verifying that data has been correctly entered in CEAC, transferring information from the CEAC to the NIV application and rechecking the data

in NIV application, capturing/uploading pictures, printing and affixing visas in the proper format, distributing passports with visas, retrieving, filing and appropriate disposal/shredding of the application forms on timely basis, interpreting for Consular Officers during visa interviews when necessary, assisting applicants with their fingerprint capture at the biometrics counter, and managing the flow of visa applicants in consular waiting room.

## **QUALIFICATIONS REQUIRED**

All applicants must address each selection criterion detailed below with specific and comprehensive information supporting each item.

1. University degree.
2. One year experience of office clerical work, preferably involving public contact / customer service.
3. Level IV (fluency) in English, Hindi (speaking, reading). Level III (good working knowledge) in, Marathi/Gujarati (speaking). **(When applying for the position, please indicate your level of proficiency for the language)**
4. Knowledge of pertinent Indian laws, customs, religions and other local factors that may affect visa eligibility. Knowledge of general principles of filing, general office procedures and MS office.
5. Typing/keyboard proficiency is required. Ability to work under pressure and to work as part of a large team, good judgment in evaluating evidence and in applying highly complex regulatory material, staying abreast of constantly changing laws and regulations, including introduction of new technologies.

## **SELECTION PROCESS**

When fully qualified, U.S. Citizen Eligible Family Members (USEFMs) and U.S. Veterans are given preference. Therefore, it is essential that the candidate specifically address the required qualifications above in the application.

## **ADDITIONAL SELECTION CRITERIA**

1. Management will consider nepotism/conflict of interest, budget, and residency status in determining successful candidacy.
2. Current employees serving a probationary period are not eligible to apply.
3. Current Ordinarily Resident employees with an Overall Summary Rating of Needs Improvement or Unsatisfactory on their most recent Employee Performance Report are not eligible to apply.
4. Currently employed U.S. Citizen EFMs who hold a Family Member Appointment (FMA) are ineligible to apply for advertised positions within the first 90 calendar days of their employment.
5. Currently employed NORs hired under a Personal Services Agreement (PSA) are ineligible to apply for advertised positions within the first 90 calendar days of their employment unless currently hired into a position with a When Actually Employed (WAE) work schedule.

## TO APPLY

Interested candidates for this position must submit the following for consideration of the application:

1. Universal Application for Employment (UAE) as a Locally Employed Staff or Family Member (DS-174) is available on our website [http://mumbai.usconsulate.gov/human\\_resources.html](http://mumbai.usconsulate.gov/human_resources.html) **or**
2. A current resume or curriculum vitae that provides the same information found on the UAE (see Appendix B); **or**
3. A combination of both; i.e. Sections 1- 24 of the UAE along with a listing of the applicant's work experience attached as a separate sheet; **plus**
4. Candidates who claim U.S. Veterans preference must provide a copy of their Form DD-214 with their application. Candidates who claim conditional U.S. Veterans preference must submit documentation confirming eligibility for a conditional preference in hiring with their application.
5. Any other documentation (e.g., essays, certificates, awards) that addresses the qualification requirements of the position as listed above.

### **SUBMIT APPLICATION TO**

American Consulate General  
Attention: The Management Officer  
C-49, "G"-Block  
Bandra-Kurla Complex  
Bandra (East)  
Mumbai 400 051.

### **POINT OF CONTACT**

Human Resources Office  
Tel: (022) 2672-4000 Extn.: 4797/4471/4354  
Fax: (022) 2672-4524  
E-mail: [MumbaiHRCareer@State.gov](mailto:MumbaiHRCareer@State.gov)

## **CLOSING DATE FOR THIS POSITION: July 2, 2013**

The U.S. Mission in Mumbai provides equal opportunity and fair and equitable treatment in employment to all people without regard to race, color, religion, sex, national origin, age, disability, political affiliation, marital status, or sexual orientation. The Department of State also strives to achieve equal employment opportunity in all personnel operations through continuing diversity enhancement programs.

The EEO complaint procedure is not available to individuals who believe they have been denied equal opportunity based upon marital status or political affiliation. Individuals with such complaints should avail themselves of the appropriate grievance procedures, remedies for prohibited personnel practices, and/or courts for relief.

Drafted By: M/HR –RMerchant/SKombath  
Approved By: CONS – AHellman/ DGedacht  
Cleared By: A/MGMT – DO'Neil

## [Appendix A](#)

### **DEFINITIONS**

1. **Eligible Family Member (EFM)**: An individual related to a U.S. Government employee in one of the following ways:

- Spouse or same-sex domestic partner (as defined in [3 FAM 1610](#));
- Child, who is unmarried and under 21 years of age or, regardless of age, is incapable of self-support. The term shall include, in addition to natural offspring, stepchildren and adopted children and those under legal guardianship of the employee or the spouse when such children are expected to be under such legal guardianship until they reach 21 years of age and when dependent upon and normally residing with the guardian;
- Parent (including stepparents and legally adoptive parents) of the employee or of the spouse, when such parent is at least 51 percent dependent on the employee for support;
- Sister or brother (including stepsisters and stepbrothers, or adoptive sisters or brothers) of the employee, or of the spouse, when such sibling is at least 51 percent dependent on the employee for support, unmarried, and under 21 years of age, or regardless of age, incapable of self-support.

2. **U.S. Citizen Eligible Family Member (USEFM)**: For purposes of receiving a preference in hiring for a qualified position, an EFM who meets the following criteria:

- U.S. Citizen; and,
- EFM (see above) at least 18 years old; and,
- Listed on the travel orders of a direct-hire Foreign, Civil, or uniformed service member assigned to or stationed abroad with a USG agency that is under COM authority, or at an office of the American Institute in Taiwan; and either:
  1. Resides at the sponsoring employee's or uniformed service member's post of assignment abroad or at an office of the American Institute in Taiwan; or
  2. Resides at an Involuntary Separate Maintenance Allowance (ISMA) location authorized under 3 FAM 3232.2.

3. **Appointment Eligible Family Member (AEFM)**: EFM (see above) eligible for a Family Member Appointment for purposes of Mission employment:

- Is a U.S. citizen; and
- Spouse or same-sex domestic partner (as defined in [3 FAM 1610](#)) or a child of the sponsoring employee who is unmarried and at least 18 years old; and
- Is listed on the travel orders or approved Form [OF-126](#), Foreign Service Residence and Dependency Report, of a sponsoring employee, i.e., a direct-hire Foreign Service, Civil Service, or uniformed service member who is permanently assigned to or stationed abroad at a U.S. mission, or at an office of the American Institute in Taiwan (AIT), and who is under chief of mission authority; and
- Is residing at the sponsoring employee's post of assignment abroad or, as appropriate, office of the American Institute in Taiwan.
- Does not receive a Foreign Service or Civil Service annuity

4. **Member of Household (MOH)**: An individual who accompanies a direct-hire Foreign, Civil, or uniformed service member permanently assigned or stationed at a U.S. Foreign Service post or establishment abroad, or at an office of the American Institute in Taiwan. An MOH is:

- Not an EFM; and,
- Not on the travel orders of the sponsoring employee; and,
- Has been officially declared by the sponsoring USG employee to the COM as part of his/her household.

A MOH is under COM authority and may include a parent, unmarried partner, other relative or adult child who falls outside the Department's current legal and statutory definition of family member. A MOH does not have to be a U.S. Citizen.

4. **Not Ordinarily Resident (NOR)**: An individual who:

- Is not a citizen of the host country; and,
- Does not ordinarily reside (*OR*, see below) in the host country; and,
- Is not subject to host country employment and tax laws; and,
- Has a U.S. Social Security Number (SSN).

NOR employees are compensated under a GS or FS salary schedule, not under the LCP.

5. **Ordinarily Resident (OR)**: - A Foreign National or U.S. citizen who:

- Is locally resident; and,
- Has legal, permanent resident status within the host country; and,
- Is subject to host country employment and tax laws.

EFMs without U.S. Social Security Numbers are also OR. All OR employees, including U.S. citizens, are compensated in accordance with the Local Compensation Plan (LCP).

## Appendix B

### **DEFINITIONS**

If an applicant is submitting a resume or curriculum vitae, s/he must provide the following information equal to what is found on the UAE.

**Failure to do so will result in an incomplete application.**

- A. Position Title
- B. Position Grade
- C. Vacancy Announcement Number
- D. Date of Birth
- E. Place of Birth
- F. Dates Available for Work
- G. First, Middle, & Last Names as well as any other names used
- H. Current Address, Day, Evening, and Cell phone numbers
- I. U.S. Citizenship Status (*Yes or No*) & status of permanent U.S. Resident (Yes or No; if yes, provide number)
- J. U.S. Social Security Number and/or Identification Number
- K. Eligibility to work in the country (*Yes or No*)
- L. Special Accommodations the Mission needs to provide (*Yes or No; if yes, provide explanation*)
- M. If applying for position that includes driving a U.S. Government vehicle, Driver's License Class / Type
- N. Days available to work
- O. List any relatives or members of your household that work for the U.S. Government (include their Name, Relationship, & Agency, Position, Location)
- P. U.S. Eligible Family Member and Veterans Hiring Preference
- Q. Education
- R. License, Skills, Training, Membership, & Recognition
- S. Language Skills
- T. Work Experience
- U. References